

**ABSTRACT OF THE DISCLOSURE**

**ENVIRONMENTALLY DRIVEN PHONE BEHAVIOR**

A method for controlling the behavior of a telephone using policies, the method comprising a Policy Creation Program (PCP) and a Behavior Control Program (BCP). The policies comprise telephone behavior instructions and three criteria conditions: location criteria, context criteria, and caller criteria. Each policy is also assigned a policy priority number based on the importance of the policy, which is used to resolve conflicts between the policies. The PCP allows the user to create the policies and stores the policies in a policy table based on the policy priority numbers. The BCP detects an incoming telephone call and determines the location, context, and caller conditions. The BCP compares the location, context, and caller conditions to a plurality of the policies and determines the policy that matches the conditions. The BCP then controls the telephone's behavior according to the telephone behavior instructions in the policy.